

**IT Professional Technical Services  
Master Project Program  
T#902TS  
Master Contract Skill Category: Project Management**

**Statement of Work (SOW)  
For Technology Services Issued By  
Minnesota Department of Public Safety**

**Project Title**

Minnesota Statewide 911 Network Implementation Project (Staff Augmentation and Technical Support)

**Business Need**

Background - The Department of Public Safety (DPS), Division of Emergency Communication Networks (DECN) coordinates network elements of Minnesota's 911 emergency telecommunication systems. Through that network, the public is provided rapid access to emergency services. It is a simple, concise way to reach law enforcement, fire, and emergency medical services, which saves time for the caller and reduces overall response time for emergency service providers. The enhanced 911 system allows caller location to be displayed to the 911 call taker so help can be sent even if the caller does not or cannot provide an address, or as in wireless calls, may be at a location that has no physical address. Statewide 911 answering is provided by 112 public safety answering points (PSAPs) across the state which are comprised of county operated systems, city operated systems, those operated by the State Patrol, and those operated by other governmental agencies.

The universal emergency number is available throughout the state of Minnesota on wire line and wireless phone lines. For wireless telephones, Federal Communication Commission (FCC) rules (Title 47, CFR 20.18) require the wireless carriers to put all 911 calls through to a PSAP, even if the caller is a non-subscriber. During 2005, the FCC enacted rules to require access to 911 from inter-connected Voice over Internet Protocol (VoIP) wire line telephones to include location and callback number including the use of the wireless enhanced 911 technology where available (Title 47, CFR, Part 9). Because Minnesota had deployment of wireless enhanced 911 service throughout the state, Minnesota PSAPs were prepared for the initial implementation of enhanced 911 service for inter-connected VoIP services. The 911 Program at DPS provides technical assistance to cities and counties implementing, maintaining, and improving 911

systems, and oversees system standards. It also pays from money collected through a monthly statewide fee, the state's share of wire line and wireless 911 costs authorized by Minnesota Statutes, Section 403.11 and contracted for with carriers; and administers payment to 911 PSAPs in accordance with Minnesota Statutes, Section 403.113.

This project relates to the transition of Minnesota's 911 emergency telecommunication network from a circuit based environment to an Internet Protocol (IP) enabled environment. The transition of traditional telecommunication services to an IP enabled environment (Voice over IP) has been occurring over the last ten years. At the national level, the impact of this transition has been the focus of the FCC, U.S. Department of Transportation (USDOT), National Emergency Number Association (NENA), and the Association of Public Safety Communications Officials (APCO). Similarly, 911 customer premise equipment (CPE) providers are not offering IP enabled equipment necessary for a transition from the existing legacy 911 network to an IP enabled environment.

DECN has coordinated an assessment of the existing 911 network in Minnesota. This assessment included network elements as well as the CPE equipment used in each PSAP. Stakeholder involvement (PSAP administration and public safety agencies) has been a critical piece of this assessment and planning process. Based upon that assessment, DECN developed a Request for Proposal for telecommunication and network services necessary to transition Minnesota's existing 911 emergency telecommunication network to an IP enabled network.

The vendor's proposal provides for a three-phased implementation of an Emergency Services IP Network (ESInet) as follows:

#### **Phase 1 – Established Interoperability Between Both Existing 911 Service Providers**

Completed September 2010, this first phase included installing Time Division Multiplexing (TDM) to IP gateways and corresponding router interfaces at each of the existing selective router/tandem locations. More than 50,000 call transfers with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) have been completed by Minnesota PSAPs between 9/2010-4/2012.

#### **Phase 2 – Established IP Connectivity to two beta test site PSAPS**

Completed March 2012, the second phase converted two trial PSAPs to the NG911 network. Carver County PSAP and Kandiyohi PSAP have both successfully migrated to the ESInet.

### **Phase 3 – Establish a Fully Redundant and Diverse Statewide ESInet**

The third phase establishes a fully redundant and diverse ESInet by implementing diverse network paths to all remaining Minnesota PSAPs. This phase is a partial replication of Phases 1 and 2 as it duplicates and expands gateways and network components for a geographically diverse and fully redundant network, capable of supporting next generation 911 applications. The requirement for a flexible timeline is to limit duplication of expenses while each PSAP migrates its 911 data and TDM voice components to the new IP enabled network. PSAPs will not migrate to the ESInet until network diversity is achieved. The full completion of Phase 3 is dependent on the availability of diverse network elements. PSAPs may choose to implement an IP enabled CPE. Legacy CPE systems will be required to utilize IP to PSAP Gateway Modules (PGMs) which are provided by DECN, and interface to the statewide ESInet.

### **Project Objectives**

The purpose of the Minnesota Statewide 911 Network Implementation Project is to provide staff augmentation as well as technical and project support to the DPS 911 Program Manager.

#### **1. Deployment Assistance/Implementation Oversight**

The overall objective of this portion of the project is to support the transition of the existing legacy 911 emergency communication network to an IP enabled network

### **Project Tasks and Deliverables**

#### **NG911 Network Implementation Oversight**

Monitor and revise as necessary, a site acceptance testing criteria for NG911 network implementation.

Monitor on-going site acceptance testing processes to ensure requirements are being met.

Provide a monthly written summary or automated summary report of work completed by NG911 service provider demonstrating the following:

Work completed over the preceding month

Cumulative work completed to date

Work scheduled to be completed during the next month

Conduct and participate in quarterly project status meetings with NG911 service provider, DECN project manager and DECN staff.

Coordinate and participate in weekly progress meetings (generally via conference call) with NG911 service provider throughout the course of the project.

Support periodic (weekly/monthly) project progress reviews with DECN project manager and DECN staff.

Identify and report any technical problems or issues related to the implementation and seek resolution of those issues where appropriate.

Oversee, manage and document the change management process.

Identify and report NG911 training issues identified during the NG911 implementation process.

### **911 Stakeholder Support**

Develop communication plan and documentation for stakeholder meetings.  
Document outcomes, action items, and issues register(s).

### **Interoperability Design and Plan Support**

Oversight of project timeline, tasks, and responsibility matrix.  
Analysis of ANI/ALI data transfer including Function of Change R (FoCR).  
Review of bandwidth sizing requirements.  
Review of redundancy, diversity and service assurance measures.  
Review preliminary and final network designs.  
Ensure provision of service support per contract requirements.  
Identify risks and review mitigation plans.  
Review PSAP acceptance test plan templates.  
Assist in troubleshooting and resolution of problems with NG911 service provider, PSAP, and CPE vendors.

## **Project Milestones and Schedule**

The anticipated contract start date is November 5, 2012, ending November 4, 2013, with the option to extend this project for eight (8) additional months, not to exceed the Master Contract term of June 30, 2014. The value of the project for subsequent extension periods may be adjusted.

## **Project Environment**

The project will be administered by the DPS DECN. The State Administrative Agent for this SOW will be the 911 Program Manager.

Dana Wahlberg  
DPS-DECN  
445 Minnesota St. #137  
St. Paul, MN 55101  
651-201-7546  
[dana.wahlberg@state.mn.us](mailto:dana.wahlberg@state.mn.us)

The 911 Program Manager is an employee that reports to ECN Director Jackie Mines.

## **Agency Project Requirements**

Any reports or other documentation submitted to DECN as part of this project must be submitted in the following formats:

- Draft documents in Microsoft Word 2007
- Finalized reports in Adobe Acrobat
- Spreadsheets in Microsoft Excel 2007

## **Responsibilities Expected of the Selected Contractor**

The overall project management for this project will be the responsibility of the DECN's 9-1-1 Program Manager. The proposed contractor responsibilities in this project are outlined in the Project Tasks/Deliverables.

## Required Skills

The following skills are required for the successful completion of this project:

### **Master Contract Skill Category:** Project Management

Demonstrated background and understanding of public safety communication systems and the public safety communication environment.

Demonstrated background and understanding of IP enabled telecommunications and the transition of the 9-1-1- emergency telecommunication networks to NG 9-1-1.

Demonstrated background and understanding of 9-1-1 network and operational standards of the National Emergency Number Association (NENA) and the Association of Public Safety Communication Officers (APCO).

At least 5 years of experience working with 9-1-1 emergency telecommunication network (wired and wireless).

At least 5 years of experience working with 9-1-1 emergency telecommunication environment.

Demonstrated background and experience in applying program management principals in the implementation of a 9-1-1 telecommunication project.

Ability to establish timelines and schedules and to complete tasks within those timelines and schedules.

Demonstrated success related to communication with vendors, customer presentations and project summaries.

Demonstrated success in documentation of projects, written reports and status reports.

## SOW Process Schedule

Deadline for questions	10/22/12
Response to Questions posted on OET website	10/26/12
Proposals Deadline	11/9/12
Anticipated proposal evaluation begins	11/13/12
Anticipated proposal evaluation & decision	11/16/12

## Questions

Questions regarding this SOW should be e-mailed or sent in writing directly to Dana Wahlberg, and must be received no later than 2:00 p.m. Central Daylight Time (CDT) on October 22, 2012. Questions received after that time may not receive responses.

Dana Wahlberg  
9-1-1 Program Manager  
Emergency Communication Networks Division  
Minnesota Department of Public Safety  
445 Minnesota Street, Suite 137  
St. Paul, MN 55101

Fax: 651-296-2665

Email: [dana.wahlberg@state.mn.us](mailto:dana.wahlberg@state.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website on by 4:00 p.m. Central Daylight Time (CDT) on October 26, 2012:

[http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html) . Other personnel are NOT authorized to discuss this SOW with responders before the proposal submission deadline.

## SOW Evaluation Process

Responses for this position will be evaluated and weighted based on the following:

1. Qualifications and experience of the individual assigned to the project working in a public safety communications environment dealing with 9-1-1 emergency communication networks. – 10%
2. Qualifications and experience of the individual assigned to the project and their familiarity with technical aspects of Minnesota's 9-1-1 emergency communication networks, wired and wireless telecommunications technology as it relates to 9-1-1 emergency communication and Voice over Internet Protocol technology as it relates to the implementation of Next Generation 911 systems. – 30%
3. Qualifications and experience of the individual assigned to the project in providing project management support, including administering stakeholder groups, technical research and coordinating and addressing priorities and timelines. – 30%

4. Project cost based upon assumed time commitments (specified in section: Responsibilities of the Selected Contractor). – 30%

Respondent should note that publication of this SOW does not obligate the State to award a Work Order, in whole or in part, or complete the project, and the State reserves the right to cancel the solicitation, in whole or in part, if it is considered in its best interest.

## **Response Requirements**

The following information must be provided in your proposal to this SOW:

1. Contact Information
  - a. President/CEO 1 Person-in-Charge: Name, Address, Phone, Email
  - b. Individual(s) assigned to this project: Name, Address, Phone, Email
2. Company Profile (if applicable)
  - a. History of company
  - b. Ownership model (partnership, public, sole proprietor, subsidiary, etc.)
3. Qualifications and Experience
  - a. Describe the qualifications and experience of the individual who will be assigned as project manager of this project.
    - i. Public Safety experience (law enforcement, fire, emergency medical service, emergency management, public safety communications, other public safety experience).
    - ii. Analog and Internet Protocol (IP) experience noting specifically any public safety communications background.
    - iii. Qualifications and experience of the individual assigned to this project providing support to existing public safety interoperability networks and technology projects.
    - iv. Experience providing administrative support in a committee environment, including maintaining notes, preparing agendas, maintaining a liaison with the committee chair, conducting basic research of non-technical issues.
  - b. Provide information related to any similar projects individual has conducted, and describe the results produced.
  - c. Provide the resumes of the individual who will be assigned to the project.
  - d. Minnesota project experience.



- i. Knowledge and experience of the individual assigned to this project of the state contract and statement of work with the ESInet provider.
  - ii. Familiarity of the individual assigned to this project with network monitoring reports provide by ESInet service provider which measure the health and performance of the network.
  - iii. Knowledge and understanding of the individual assigned to this project of the strategy and planning for PSAP migration.
  - iv. Knowledge and understanding of the individual assigned to this project of the state ESINET design and bandwidth requirements.
- 4. Cost Proposal
  - a. Hourly rate cost schedule for personnel required to accomplish operations tasks and provide the program coordination and technical support
- 5. Each respondent needs to complete and sign in ink the attached forms and return these forms with their proposal:
  - a. Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
  - b. Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - c. Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - d. Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

### **Proposal Submission Instructions**

One copy of the respondent's proposal and cost proposal must be submitted by email directly to Dana Wahlberg, and must be received no later than 2:00 p.m. Central Daylight Time (CDT) on November 9, 2012.

Dana Wahlberg  
9-1-1 Program Manager  
Emergency Communication Networks Division  
Minnesota Department of Public Safety  
445 Minnesota Street, Suite 137  
St. Paul, MN 55101

Email: [dana.wahlberg@state.mn.us](mailto:dana.wahlberg@state.mn.us)

Late submissions will not be considered. All costs incurred in responding to the SOW will be borne by the responder. Prices and terms of the proposal as stated must be valid for the length of the project.

## **General Requirements**

### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### **Liability**

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

### **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and

indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

## **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

## **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

**Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.